



Job Service Employer Committee

MINUTES

Regular Monthly Meeting

June 27, 2007

Chairperson: Sharon Stoneberger

Facilitator: Sharon Stoneberger

Recorder: Nancy

Attendees: Dexter Wester, Judy Callisto, Sharon Stoneberger, Nancy Harris, Duane Burkenpas, Marsha Hertz, Nancy Axtell, Stephanie Stephens, Byron Erickson, Byrdeen Warwood, Larry Bowman, Debbie Berg, Al Maurillo

Meeting called to order

Introductions of members present

Review and approval of June 27, 2007 Minutes. Duane moved to accept and Marsh seconded that motion.

Al gave a brief overview of the changes that occurred within the Job Service last spring right before the JSEC/Managers meeting.

Debbie Berg, Bozeman Job Service Manager, provided us with a brief review of her background.

Previewed the new Pickle video “What’s Your Pickle?” to decide if it’s something that JSEC would want to purchase to benefit our employer/employee community. Bob Farrell hits the road in search of “world-class pickle givers”. Bob says “If you look and you listen, your customers will tell you what your pickle is”. In this video, Bob Farrell helps us refine our pickle-giving skills by presenting four great ways to determine “What’s Your Pickle?” Those four ways include:

- Connect with your customers. Determine how you would like to be treated. Your customers will tell you what your pickle is.
- Anticipate your customer’s needs. What are they going to need next and put it in place. The best pickles are those that are provided before they are asked for.
- Look for ways to delight your customers. Delight by giving the “no hassle pickle”.
- Inspire yourself and others. Put the power of the pickle to work. Use the “trickle pickle”, your good service will inspire others.

Because there wasn’t time to pursue the remainder of the JSEC agenda items, we asked members to share their “Pickles”. Marsha from Ressler says they Wow! their customers all the time. Larry gave an example of how he’d been wowed! by Ressler. He had dropped off his vehicle for service and just missed the shuttle for a ride to his business. He was very much in need to get to work quickly and one of the Ressler employees let Larry use his personal vehicle to get to work. Great example of a world-class pickle giver! Thank you Marsha and Larry for sharing that experience. The consensus was that JSEC should purchase this video.

Sharon requested that members think about what keeps bringing them back to JSEC. What’s JSEC doing right and what can we do better. How can we better serve our business community? Email Nancy, Dexter or Sharon any suggestions before the October JSEC meeting.

Next meeting: October 17, 2007 Where: Bozeman Job Service Meeting Adjourned: 1:05pm